GOED

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
GOED	2 0	31 11	2 0	35 11
Customer Company Total	2 0	31 11	2 0	35 11

GOED

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	High	Low	Medium	MIR Total
GOED	2 0	31 3	2 0	35 3
Customer Company Total	2 0	31 3	2 0	35 3

GOED

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
GOED	2 0.04	31 0.31	2 0.06	35 0.28
Customer Company Total	2 0.04	31 0.31	2 0.06	35 0.28

GOED

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
GOED	2 1	31 3	2 0	35 4
Customer Company Total	2 1	31 3	2 0	35 4

GOED

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
GOED	2 2.22	31 4.87	2 1.49	35 4.50
Customer Company Total	2 2.22	31 4.87	2 1.49	35 4.50

GOED

Detail

INC000000287072	Ricky Flores	Application	Error	Dreamweaver		TIR Missed: No	TIR:	0.68
Application Support	Michael Brown	GOED		Low	Closed	TTR Missed: Yes	TTR:	103.57
INC000000289272	Suzanne Winters	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Application Services	Martin Gonzalez	GOED		Medium	Closed	TTR Missed: No	TTR:	1.46
INC000000289303	Chuck Spence	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.37
Application Services	Tony Larsen	GOED		Low	Closed	TTR Missed: Yes	TTR:	9.09
INC000000289508	Chad Davis	Application	None	Adobe Acrobat		TIR Missed: No	TIR:	0.46
Capitol Desktop Support	Chad Poll	GOED		Low	Closed	TTR Missed: No	TTR:	1.93
INC000000290243	Samantha Julian	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Burton Brown	GOED		Low	Closed	TTR Missed: No	TTR:	0.57
INC000000290407	Ricky Flores	Network	Error	None		TIR Missed: Yes	TIR:	1.32
Network Operations	Dave Bodily	GOED		Low	Resolved	TTR Missed: No	TTR:	2.15
INC000000290761	Jill Goodmansen	Application	Reporting	Novell GroupWise		TIR Missed: Yes	TIR:	1.47
Application Services	Martin Gonzalez	GOED		Low	Closed	TTR Missed: No	TTR:	2.17
INC000000291390	Cheralyn Anderson	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	GOED		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000292317	Samantha Julian	Application	Error	Novell GroupWise 32-bit Window		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Burton Brown	GOED		Low	Closed	TTR Missed: No	TTR:	0.85
INC000000292463	Rebecca Katz	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.05
Voice Operations	Annette Nielsen	GOED		Low	Closed	TTR Missed: No	TTR:	0.08
INC000000292906	Chad Davis	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Chad Poll	GOED		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000293416	Samantha Julian	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.39
Metro A Desktop Support	Burton Brown	GOED		Low	Closed	TTR Missed: No	TTR:	0.39
INC000000293536	Leela Beaudry	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.26
Metro A Desktop Support	Burton Brown	GOED		Low	Closed	TTR Missed: No	TTR:	0.26
INC000000293549	AMY HAMBLIN	Telecom	Hardware	Telephone		TIR Missed: No	TIR:	0.17
Voice/Data/WAN Services	Greg Blessing	GOED		Low	Closed	TTR Missed: No	TTR:	0.57
INC000000294268	Kelly Day	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	GOED		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000294547	Tamra Villa	Network	Incident	None		TIR Missed: Yes	TIR:	1.57
Network Operations	Dave Bodily	GOED		Low	Closed	TTR Missed: No	TTR:	

GOED

Incident	Customer	Category	Type	Product	Group	TIR Missed	TIR
INC000000294547	Tamra Villa	Network	Incident	None		TIR Missed: No	TIR: 0.00
	Network Operations	Dave Bodily	GOED		Low	Closed	TTR Missed: No	TTR:
INC000000295361	Kelly Day	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	GOED		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000296854	Cicily Howell	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.08
	Voice Operations	Annette Nielsen	GOED		Low	Closed	TTR Missed: No	TTR: 0.13
INC000000297989	Chad Davis	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.11
	Capitol Desktop Support	Chad Poll	GOED		Low	Resolved	TTR Missed: No	TTR: 1.43
INC000000298312	Chuck Spence	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	GOED		Low	Resolved	TTR Missed: No	TTR: 0.83
INC000000298316	Dave Hansford	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR: 0.39
	Capitol Desktop Support	Chad Poll	GOED		Low	Resolved	TTR Missed: No	TTR: 1.79
INC000000298341	Trevor Snarr	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.13
	Capitol Desktop Support	Chad Poll	GOED		Medium	Resolved	TTR Missed: No	TTR: 1.53
INC000000298554	James Buchanan	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.49
	Capitol Desktop Support	Chad Poll	GOED		Low	Resolved	TTR Missed: Yes	TTR: 6.21
INC000000299984	Kelly Day	PC/Laptop	Error	Contribute		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Chad Poll	GOED		Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000300366	Chad Davis	Network	Incident	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Chad Poll	GOED		Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000300420	James Buchanan	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.86
	Capitol Desktop Support	Chad Poll	GOED		Low	Resolved	TTR Missed: No	TTR: 1.39
INC000000300836	Cicily Howell	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	GOED		Low	Resolved	TTR Missed: No	TTR: 0.43
INC000000301252	Samantha Julian	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	GOED		Low	Resolved	TTR Missed: No	TTR: 0.19
INC000000301402	James Buchanan	Application	Reporting	PGP		TIR Missed: No	TIR: 0.79
	Capitol Desktop Support	Chad Poll	GOED		Low	Resolved	TTR Missed: No	TTR: 5.58
INC000000301590	Trevor Snarr	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.27
	Capitol Desktop Support	Chad Poll	GOED		Low	Resolved	TTR Missed: No	TTR: 1.02
INC000000302181	Sharon Cox	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	GOED		Low	Resolved	TTR Missed: No	TTR: 0.47
INC000000304037	Janice Kopaunik	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	GOED		Low	Resolved	TTR Missed: No	TTR: 0.00

GOED

INC000000305087	Michael Sullivan	Application	Error	Microsoft Office 2003 Profession	TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	GOED		High	Resolved	TTR Missed:	Yes	TTR:	3.59
INC000000305185	David M Williams	Application	Password	Microsoft PowerPoint	TIR Missed:	No	TIR:	0.08
	Capitol Desktop Support	Chad Poll	GOED		High	Resolved	TTR Missed:	No	TTR:	0.85